

HOTKEYS

UP ARROW/W	Move forward
DOWN ARROW/S	Move backward
LEFT ARROW/A	Move left
RIGHT ARROW/D	Move right
SHIFT KEY + UP, DOWN, LEFT, RIGHT ARROW OR W,S,A,D	Run in Zoo Guest Mode
ESC	Clear object from cursor/close panel
(CTRL+Z)	Undo last action
DELETE	Turn Recycle tool on/off
PLUS SIGN (+)	Zoom in
MINUS SIGN (-)	Zoom out
(CTRL+RIGHT ARROW)	Rotate view clockwise
(CTRL+LEFT ARROW)	Rotate view counterclockwise
GREATER THAN (>)	Rotate selected object clockwise
LESS THAN (<)	Show scenario and challenge goals
(CTRL+C)	Open/close Construction panel
(CTRL+M)	Open/close Animals panel
(CTRL+T)	Open/close Landscaping panel
(CTRL+H)	Open/close Staff panel
(CTRL+Q)	Open Zoo Quick Stats panel
F1	Open Zoopedia
(CTRL+P)	Open photo album
(CTRL+G)	Show scenario and challenge goals
(CTRL+F)	Show zoo finances
TAB	Turn Overview map on/off
G	Toggle Overhead view and Zoo Guest Mode
(Toggle Photo view and Zoo Guest Mode
SHIFT+?	Access Help in minigames
(CTRL+R)	Reset fossil building puzzle
H	Access disease cure hints
P	Pause/resume game
F5	Save game
F6	Load saved game



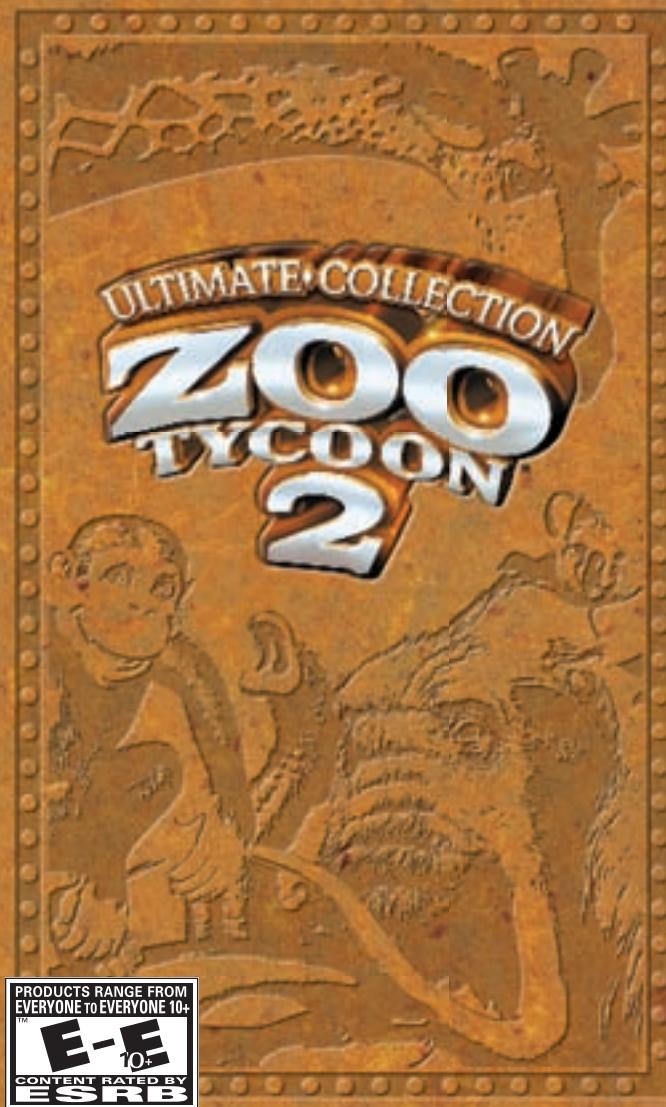
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Games
for Windows

Microsoft
game studios



Games
for Windows®



⚠ Important Health Warning About Playing Video Games

Photosensitive Seizures

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these "photosensitive epileptic seizures" while watching video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms—children and teenagers are more likely than adults to experience these seizures. The risk of photosensitive epileptic seizures may be reduced by taking the following precautions: Sit farther from the screen; use a smaller screen; play in a well-lit room; and do not play when you are drowsy or fatigued.

If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.

ESRB Game Ratings

The Entertainment Software Rating Board (ESRB) ratings are designed to provide consumers, especially parents, with concise, impartial guidance about the age-appropriateness and content of computer and video games. This information can help consumers make informed purchase decisions about which games they deem suitable for their children and families.

ESRB ratings have two equal parts:

- **Rating Symbols** suggest age appropriateness for the game. These symbols appear on the front of virtually every game box available for retail sale or rental in the United States and Canada.
- **Content Descriptors** indicate elements in a game that may have triggered a particular rating and/or may be of interest or concern. The descriptors appear on the back of the box next to the rating symbol.



For more information, visit www.esrb.org

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My Ultimate Zoo!

Welcome to the Ultimate Zoo!

For the first time ever all the animals and all the thrills of Zoo Tycoon® 2 and its four fun-filled expansion packs—*Endangered Species*, *African Adventure*, *Marine Mania*®, and *Extinct Animals*—are in one most excellent zoo!

Make way for more than 100 awesome animals—from the aardvark to the zebra, the pygmy hippo to the elephant bird, and don't forget those dinos, like the toothy T. rex and the spiky *doedicurus*. Play minigames galore, create marine shows, and more. It's the ultimate zoo ... and it's yours!

Installing

Insert Zoo Tycoon 2: Ultimate Collection Disc 1 into your CD-ROM drive, and then follow the instructions that appear on the screen.

If Setup does not begin automatically or you encounter any other installation or game-related issues, refer to the Readme file on Zoo Tycoon 2: Ultimate Collection Disc 1.

Game Launcher

Before clicking Play on the game launcher, click a link to check out a cool story, tips, or the forums on the Zoo Tycoon 2 Web site.

Visit the online world of Zoo Tycoon 2 any time at www.zootycoon.com.



Check It Out!

Tutorials

The first time you enter the Ultimate Collection, you will be invited to play through the tutorials. You can play one or all of them then or load 'em later.



To FIND A TUTORIAL

On the Main menu, click Play Campaign Game. Scroll through the tutorials in the Select Campaign and Select Scenario boxes, point to the tutorial you want, and then click it to play.

Enter the Ultimate Zoo

The Main Menu

Your Zoo Tycoon 2 adventures begin at the Main menu!

PLAY CAMPAIGN GAME

Opens Campaign mode. Next, choose a campaign or scenario to start a Campaign game.

PLAY CHALLENGE GAME

Opens Challenge mode. Next, choose a map to start a Challenge game.

LOAD SAVED GAME

Choose a previously saved game to play.

GAME OPTIONS

Adjust video, sound, and other game options.

EXIT GAME

Does just what it says!

PLAY FREEFORM GAME

Opens Freeform mode. Next, choose a map to start a Freeform game.

DOWNLOADS

Download Zoo Tycoon 2 updates.

Three Ways to Play

Campaign

Play through scenarios and achieve goals to unlock even more scenarios, all of which place you at the center of thrilling zoo stories. You might adopt an orphaned baby orca, build it a home in your zoo, restore it to health, and then release it into the wild—all in one campaign! True zoo tycoons cut their teeth on Campaign games.

Challenge

Bring it on! Begin with the most meager of zoos. Tackle multiple challenges to become the hero who rockets that small-time zoo to the big-time, while working in a race against time and the bottom line! These games hone your zookeeping skills.

Freeform

Freeform delivers unlimited freestyle play. Adopt any and as many animals as you want, build totally tricked-out exhibits, and spend, spend, spend—the money and fun never end. Nothing but your imagination stands in your way!



Got a Zoo question? Get an answer from the Zoopedia—just press F1!



Roaming Your Zoo

Here's all it takes to navigate your zoo using your keyboard:

Forward	Press UP ARROW or W key
Backward	Press DOWN ARROW or S key
Right	Press RIGHT ARROW or D key
Left	Press LEFT ARROW or A key

Roaming around your zoo using your mouse is easy too. Just point to the top, bottom, right, or left of your screen to move forward, backward, right, or left in your zoo.

Zoo Views & Modes

Overview Map

Get the big-picture view of your zoo with your map laid out before you. Use this view to transport yourself to any area on your map in a snap. Export your zoo's layout to HTML in this view, and then post it online or e-mail it to a friend. Go to the Zoopedia to get the details.

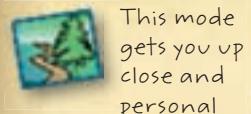
Overhead View

It's the zoo tycoon's view. Adopt animals, build animal exhibits and guest venues, and run every aspect of your zoo. All the main game buttons and panels are in this view too!

Overhead View Camera

Watch your zoo roar to life from way up high or down low using the camera's Zoom buttons. Get a 360-degree view using its Rotate buttons.

Zoo Guest Mode



This mode gets you up close and personal with every aspect of your zoo! Experience the wild side: Care for your animals as a zookeeper, watch your marine shows with your guests, tranquilize rampaging dinos, and more.



Get up Close in Zoo Guest Mode!

Photo Safari Mode



Snap photos of your animals' antics and celebrity zoo guests to complete photo challenges or just unleash your shutterbug for the fun of it. Press the SPACEBAR when you're ready to snap a cool pic.

Display Photo Album



Save fave photos of your animals and your zoos in photo albums. You can export them to HTML to share with a friend, post online, or print for fun. Go to the Zoopedia to get the full scoop.



Your camera holds 24 shots. Save photos in your album, so your camera's never out of film for an all-important animal photo!



Exhibit Plan: My Lion Family

Locate Lion



- Begin in Overhead view.
- Click the Animals button.

- Let's start with the male lion—click the Male Animals button, so only male animals appear on the Animals panel.
- Use the scroll bar to find the lion, or click the Filter Animals button to find it really fast by biome.

Hint: Lions live in the Savannah biome.

Use Zookeeper Recommendations



- Click the lion to open its info panel, and then click the Zookeeper Recommendations button.

Hint: The Zookeeper Recommendations panel displays everything your animal needs!

Build Exhibit Fence



- Start with a fence to contain your lion. Without one, guests can't visit.
 - Click Fences on the Zookeeper Recommendations panel.
 - Point to a fence and click it.
- Hint:** Lions are strong, so choose a strong fence.
- Point to your zoo map, and then click and hold the left mouse button while drawing a large fenced area.
 - You'll hire zookeepers soon, so add a staff gate. Click Fences, click the Staff Gate, and then place the gate by clicking the part of the fence where you want it to go.

Hint: Guests will arrive soon too, so think about placing donation boxes and building a guest area—outside your lion exhibit!



Create Habitat

- Create habitat that mimics your animals' wild world—or biome, so it can thrive in your zoo.

- On the Zookeeper Recommendations panel, click Biome Modification, which takes you right to the lion's biome (Savannah).
- On the Terrain Features panel, click Grass, and then paint Savannah grass in your exhibit using the Biome Brush.
- Hold down your left mouse button and move your mouse. Right-click when done. Try painting dirt next!

Hint: Paint some Savannah biome under your exhibit fence. Your lion will feel at home right up to the fence!

- Next, add land features. Just click the Habitat Editor Tools tab, next to the Biome Modification tab.
- Then, as you did with the Biome Brush, use the Habitat Editor Tools to paint hills, valleys, and other land features.
- Add Savannah trees, plants, and rocks to finish.

Add Food



- It's feeding time! Click Animal Food on the Zookeeper Recommendations panel, and then place food and water.

- Last but never least, add lion-friendly shelters and animal enrichment objects (lion toys).

Adopt Lion



- Click the male lion on the Zookeeper Recommendations panel, place him in your exhibit, and then right-click to release him.



Next add a female lion. Keep your lion pair healthy and happy, and then see if a lion cub joins the pride. Rrroar!

You & Your Animals

The Ultimate Zookeeper Is You

There's no greater fun than being in your zoo and caring for your animals. You'll find poop to scoop (eww!), food to refill, and animal needs to meet, like grooming and even healing.

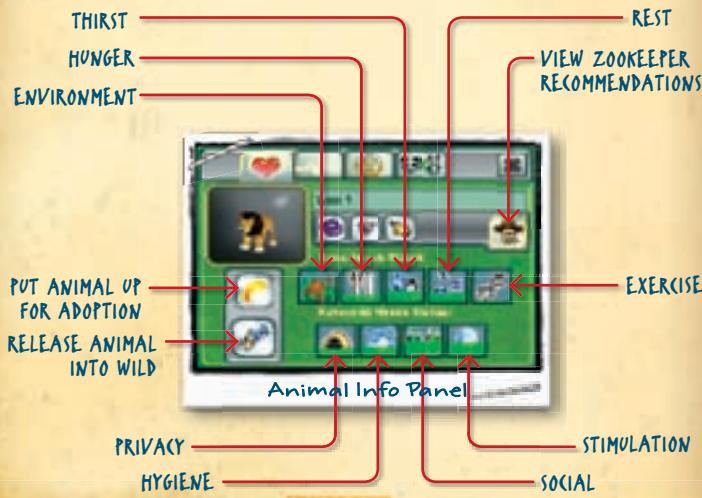
From above your exhibit in Overhead view, click Zoo Guest Mode, and then go in search of tasks. Press the SPACEBAR when you get a message that an animal or a job needs you.

Tracking Animal Happiness

Each animal in your zoo has an Animal Information panel. Use it to monitor any animal in real-time.

Click an animal in your zoo to open its info panel. Then see if you're meeting its needs, move it to a different part of your zoo, and more. Be sure to check out all the panel's tabs.

Plus, use this panel to release an animal into the wild. Besides being cool to do, it increases your zoo fame!



If You Could Talk to the Animals ...

Since an animal language translator hasn't been invented ... yet, be on the lookout for these animal emoticons.



"I'M HAPPY!"



"I'M UNHAPPY."



"I LOVE MY BABY!"

Animal Happiness Tips

It's All Good

- ❖ **Order up**—Always meet all your animals' basic needs, and try to meet all their advanced needs.
- ❖ **Keep it clean**—Always keep all your animals and their exhibits clean to keep animal illness away.
- ❖ **Go high-tech**—Always use the Zoo Quick Stats panel to monitor all your animals at a glance.

BFF (Best Friends Forever)

- ❖ **Social creatures**—Create multispecies exhibits so animals can socialize.
- ❖ **Herd 'em up**—Place several animals of the same species together in an exhibit.
- ❖ **Cuddly cubs**—Adopt males and females of the same species, and then watch for new additions!

The Good Life

- ❖ **Give 'em room**—Watch out for overcrowding.
- ❖ **Time out**—Give animals needed privacy.
- ❖ **Freshen up**—Always update exhibits, especially when you unlock new items.



Healthy Animals = Happy Animals

Happy Animals = Happy Guests

Happy Animals + Happy Guests = Zoo Profits and Fame

Now that's a formula for success!

You & Your Guests

Make Way for Your Guests

A zoo is not about animals alone. It's also about guests. When building a zoo, you must think about and plan for guests' needs. Fortunately, their needs are not all that different from those of your animals!

Constructing guest venues is a lot like building exhibits. The Construction button opens the Construction panel. Its many tabs hold paths, guest buildings, themed scenery, and all the ingredients for guest happiness. Use the Biome Brush and Habitat Editor Tools to shape and beautify your zoo's grounds.

When building any zoo, remember: Advance planning is key. Zoo tycoons think before they build!

Is Everybody Happy?

The guests who flock to your zoo may look like a herd, but when you get up close each is an individual with favorite animals, foods, and attractions—not to mention needs.

Click guests to monitor their needs in real-time, read their thoughts, learn what their favorite animal is, and more. Be on the lookout for these guest emoticons.



"I'M HAPPY!"



"I'M UNHAPPY."



"I UNDERSTAND."



"I DON'T UNDERSTAND."



"AWESOME!"



"I CAN'T SEE."



"I NEED AN ATM."



"I NEED A TRASH CAN."

10 Tips for Happy Guests

 **Give 'em space**—Build roomy guest venues and viewing areas with nice wide paths.

 **Keep it clean**—Never skimp on cleanliness and maintenance.

 **Mix it up**—Diversify exhibits with multiple species and rare animals.

 **The hungry hordes**—Keep guests' food, drink, restroom, and rest needs satisfied!

 **Value animal families**—Guests do; they donate more for animal babies. Make it so!

 **Keep \$\$\$ flowing**—Place donation boxes at exhibits, add ATMs, and adjust fees to hit your maximum profit potential.

 **Add small animal attractions**—Try the marine touch pool!

 **Make 'em laugh**—Wow guests with animal entertainers!

 **Bring on the bling**—Build animal-themed guest areas.

 **Educate 'em**—Add venues like the Blue Whale Hall.



Guests have favorite animals. Whenever they see one of their favorites, they donate more!



Team Zoo

Even the greatest zoo tycoons can't go it alone. These heroes can help you run your zoo. Click the Staff tab to start building your team!



Zookeepers

Zookeepers attend to your animals' every need. That's no small feat, so they get the highest salary of all the staff. Be sure to assign at least one to cover your entire zoo and others to rare animals or exhibits.

Zookeepers need a staff gate to do their work. Find it on the Fences tab of the Construction panel.

Animal Educators

Guests love to learn all about animals from educators—so much so that they donate every time they gain knowledge!

Educators need a podium to interact with guests. Snag it from the Staff panel's Staff tab.



Marine Animal Trainers

Marine trainers teach your marine show animals spectacular tricks, and then these sea stars wow your guests!

Marine trainers must have a tank entrance to train. Fish it from the Tanks tab on the Construction panel.



Team zoo never replaces you! Even the busiest zoo tycoons take time to drop into Zoo Guest Mode and see how everything is going.



Paleontologists

Paleontologists dig fossils. Hire one to uncover the remains of extinct animals on your zoo's grounds, and then analyze the finds at the Extinct Research Lab! They educate guests too.

Paleontologists deliver fossils to the Extinct Research Lab and educate guests at the Extinct Education Center. You can find both on the Buildings tab on the Construction panel.

Dino Capture Team

Guests delight over dinos. They can be a high-maintenance bunch, especially when a diva dino goes on a rampage. Never fear, the dino capture team is here with a robotic decoy!

This team springs into action from the dino bunker. Find it on the Buildings tab on the Construction panel.



Guest Entertainers



An entertained guest is a happy guest! Guests go gaga over the goofball antics of the dinosaur and saber-toothed cat entertainers. Check out their break dance.

Give 'em a stage and guests get a puppet show! It's on the Staff panel's Staff tab.

Maintenance Workers

Maintenance workers are pros at keeping your zoo running and looking sharp. No zoo tycoon should ever be without them!



You & Your Zoo

Top Sources of Zoo Income

Guest donations—This is your number one source of income! Be sure to place multiple donation boxes at exhibits.

Admission fees—Though they're a source of income at the start, if guests find fees too high they may hoof it on home!

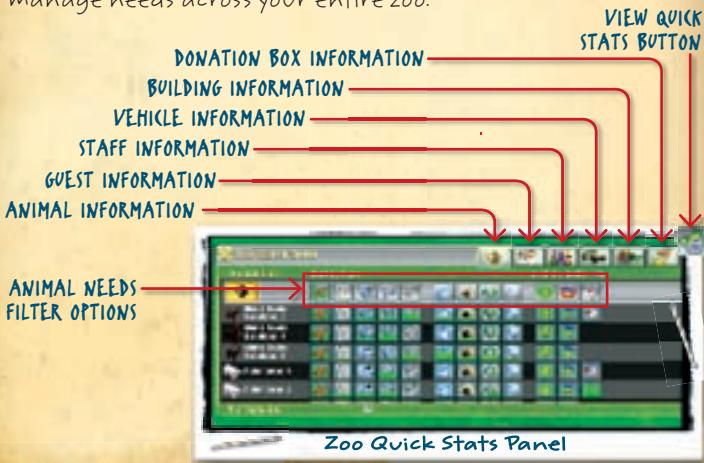
Concession stands and restaurants—A must have, but find out which ones are most profitable after paying their upkeep.

Gift carts and gift shops—Pair them with animal exhibits to thrill guests and your bottom line!

Recycling—This green activity generates \$\$\$, especially the Compost Building. It costs zippo to run and delivers a monthly income equal to your drink stands. There's pure profit in that poop, but place it far from guests or they'll raise a stink!

Zoo Tycoon Central

True zoo tycoons get friendly fast with the Zoo Quick Stats and Display Zoo Status panels, which help you multitask and manage needs across your entire zoo.



Fame and the 5-Star Zoo



Every zoo you create has a fame score. Zoo fame is rated on a scale from 1/2 to 5 stars, displayed in the upper-left corner of your screen. Your score can increase or decrease over the life of your zoo and is determined by many factors.

- Happy Animals** Happy Animals = More Fame
- Number of Species** Multispecies Exhibits = More Fame
- Number of Animals** More Animals = More Fame
- Happy Guests** Happy Guests = More Fame
- Educational Exhibits** Correct Biomes = More Fame!
- Entertaining Animals** Up-Close-and-Personal Views of Animals = More Fame
- Challenges** Completed Challenges = More Fame
- Back to Nature** Releasing Animals into the Wild = More Fame!



Save Endangered Species!

Everywhere in our world, animal species are threatened by extinction, like the Javan rhino, the African wild dog, and the Spanish lynx. With your help and Zoo Tycoon 2: Endangered Species, you can get these rare species back on their paws again.

You'll find your endangered animals grouped by their conservation status.



Critically
Endangered



Endangered



Vulnerable



Lower Risk

Sky Tram Tours

Sky tram tours let you or your guests soar through the air for a bird's-eye view of your zoo. You can build a sky tram tour by clicking the Transportation tab on the Construction panel. Just place a sky tram station, and then place sky tram poles or T-poles throughout the tour area. You can place multiple stations on the tour.



Elevated Paths



Elevated paths and observation platforms give animals privacy and guests a great view. They have their own tab on the Construction panel. Place an elevated path as you would any other path, but leave room for up and down ramps.



Build an Animal Safari!



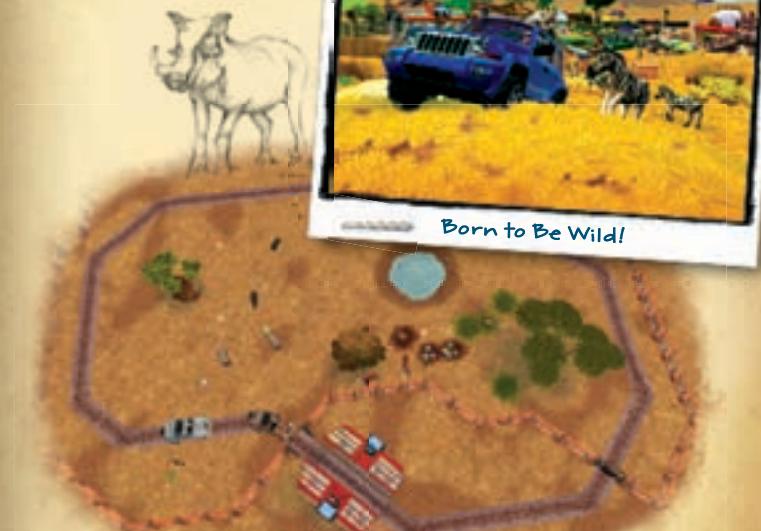
Zoo Tycoon 2: African Adventure lets you experience one of the richest wildlife continents in the world, with 20 African animals, such as the carnivorous secretary bird, the honey-eating ratel, and the multicolored mandrill.

Jeep Vehicle Tours



To build a Jeep® tour, click the Transportation tab on the Construction panel. Place a Jeep vehicle station on the map, and then build a road.

You may want to place a crossing gate where pedestrian paths cross roads. Safety first!



Born to Be Wild!

Dive into Your Zoo!

Make waves with marine animals in Zoo Tycoon 2: Marine Mania®! Experience an ocean of fun with 20 animals, including the sweet sea otter, the playful bottle-nosed dolphin, the clever orca, and the great white shark.

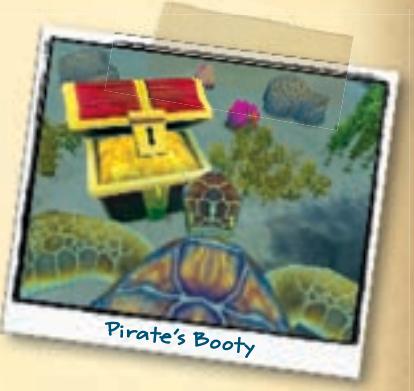


Building Tanks

Exhibit tanks are where marine animals live most of the time. Building an exhibit tank is a lot like building a fence in your zoo! Start by clicking the Construction button, and then click the Tank Building tab.

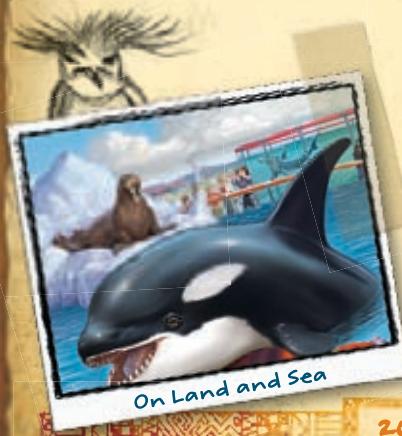
Swimming with Animals

Have you ever wanted to swim with a sea turtle? It's easy in Marine Mania! Just select the marine animal you want to swim with, open its info panel, and then click the Swim with Animal button.



Surf 'n Turf

Not all marine animals live in water all the time. Some, like the California sea lion and the Pacific walrus, live on land and in water. They need a hybrid exhibit that combines land and seawater.



On Land and Sea

Trainers & Tricks

Every show needs talent. All sorts of marine animals can be trained to perform tricks—just look for the ones marked with a star! Marine Mania also features a new staff member—the trainer.

The Big Show

Are you ready to produce a marine show? Click the show platform in your show tank to display the Show Platform Information panel. Next, click Create Show to get the Edit Show panel, and then click Add Animal to select an animal to perform in your show.

Now add tricks and choreograph your show. Click the Add New Trick button that appears under each act to assign a trick to that act. When you're done with the first act, click the Add New Trick button when it appears for the second act and so on. Click Save and Exit when done assigning tricks to all your show's acts.



Tanks for the Memories!



Bring 'em Back!



Together for the first time in modern history, more than 30 extinct animals are back—just for your zoo! Meet the cute dodo bird, the massive American mastodon, the ferocious saber-toothed cat, and other enchanting animals of long ago in Zoo Tycoon 2: Extinct Animals.

Find Diseased Animals



Help



Find Rampaging Animals

- Info Task Panel
- Fossil Finding
- Dino Tranquilization
- Disease Curing

Minigames

The Extinct Research Lab is the go-to place for the Fossil Finding, Fossil Building, Animal Creation, and Disease Curing minigames. Click the lab to display the Info Task panel to begin!



Fossil Finding

Dig it! Head out on your own fossil-hunting expedition by clicking the Extinct Research Lab, the Find Fossils tab, and then the Find Fossils button. Use your fossil finder in Zoo Guest Mode to search for fossil sites, or hire a paleontologist to search while you're busy with other zookeeper duties.

Fossil Building

Once you've collected all the fossils for a species, click the lab, the Build Fossils tab, and then the Assemble a Fossil button. Select an animal from the list to begin the puzzle! Rotate the pieces using the >, <, or ARROW keys on your keyboard.

Animal Creation

It's alive! On the lab's Info Task panel, click the Create Extinct Animals tab, and then choose an animal from the list. Press the ARROW keys and click your mouse to match the key patterns displayed in the lab and bring your animal to life!

Disease Curing

Got pink elephant disease? Click the Find Diseased Animals button to become a disease detective! Follow hints to figure out what's wrong, send samples to the lab, and sleuth out a cure.

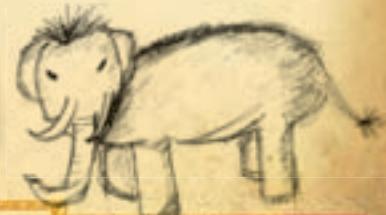
Dino Rampage

If your dinosaurs aren't happy, they may go on a rampage—it's all the rage! Once one dino goes berserk, others are sure to follow. Click the Find Rampaging Animals button, and then click the Tranquelize Animal button to wield your trang gun in Zoo Guest Mode.



Guest Entertainment

Guests join in the excavation fun by digging for fossils at the play dig pit and then taking their finds to the Extinct Education Center to assemble them. There, the paleontologist teaches them about extinct animals.



The Ultimate Animal Collection

Biomes are the building blocks of your ultimate zoo exhibits. The amazing animals in the Ultimate Collection are happiest when in a biome-based habitat that mimics their wild home.

Check out the different biomes and the animals that go with them, then start creating your ultimate zoo!

Alpine



Cave
Lion



Ethiopian
Wolf



Gelada



Ibex



Markhor



Snow
Leopard

Benthic



Goblin Shark



Whale Shark



White Shark

Boreal Forest



American
Mastodon



Carnotaurus



Gray Wolf



Grizzly Bear



Moose



Saber-Toothed Cat



Stegosaurus



Stokesosaurus



Triceratops



Utahraptor



Wolverine

Coastal



Bottlenose
Dolphin



California
Sea Lion



False Killer
Whale



Green Sea
Turtle



Rockhopper
Penguin

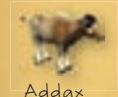


Sea Otter



West Indian
Manatee

Desert



Addax



African Spurred
Tortoise



Dromedary
Camel



Fennec Fox



Scimitar
Horned Oryx



Striped Hyena



Velociraptor



Grassland



American
Bison



Bluebuck



Dwarf Sicilian
Elephant



Giant Camel



Przewalski's
Wild Horse



Ratel



Secretary Bird



Warrah

Savannah



African
Elephant



African Wild Dog



Black Rhinoceros



Cheetah



Common Zebra



Giant Sable
Antelope



Giant Warthog



Lion



Masai Giraffe



Ostrich



Quagga



Reticulated
Giraffe



Sivatherium



Thomson's Gazelle



Warthog



Wildebeest

Pelagic



Blue Marlin



Leatherback
Sea Turtle



Scalloped
Hammerhead
Shark



Short-Finned
Pilot Whale

Reef



Blacktip Reef Shark



Manta Ray



Scrub



Aardvark



Asian Elephant



Caracal



Doedicurus



Galapagos
Giant Tortoise



Gemsbok



Gerenuk



Giant
Ground Sloth



Komodo
Dragon



Meerkat



Red Kangaroo



White
Rhinoceros

Temperate Forest



Tundra



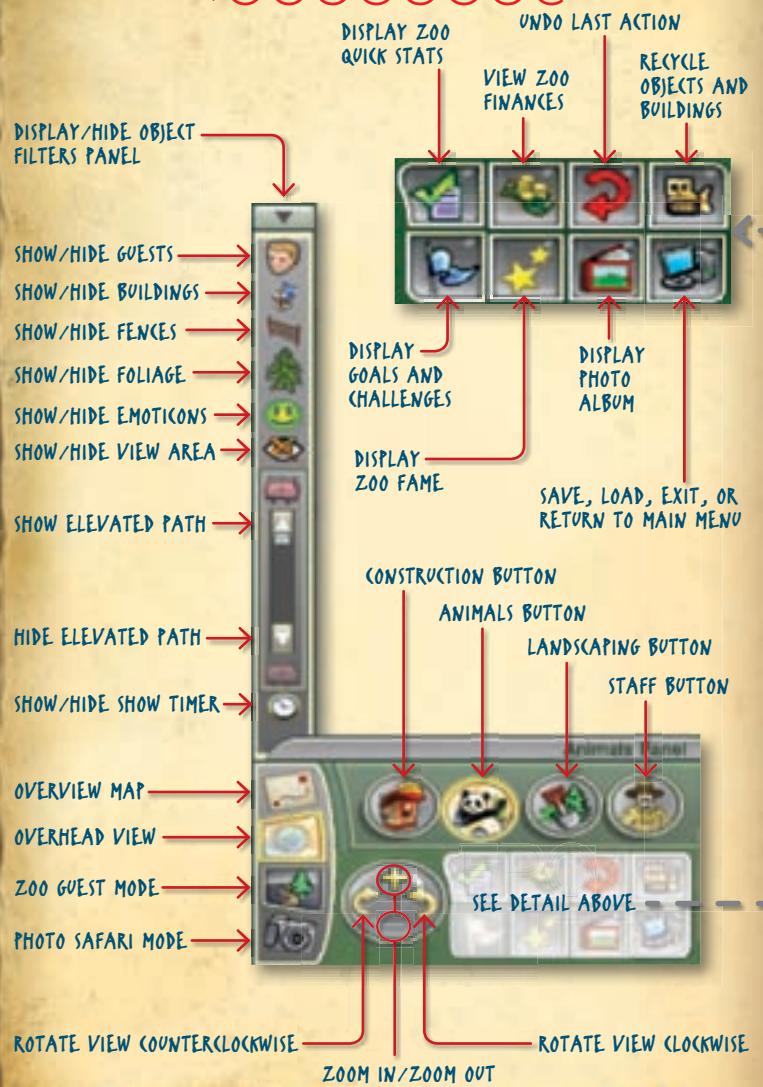
Tropical Rainforest



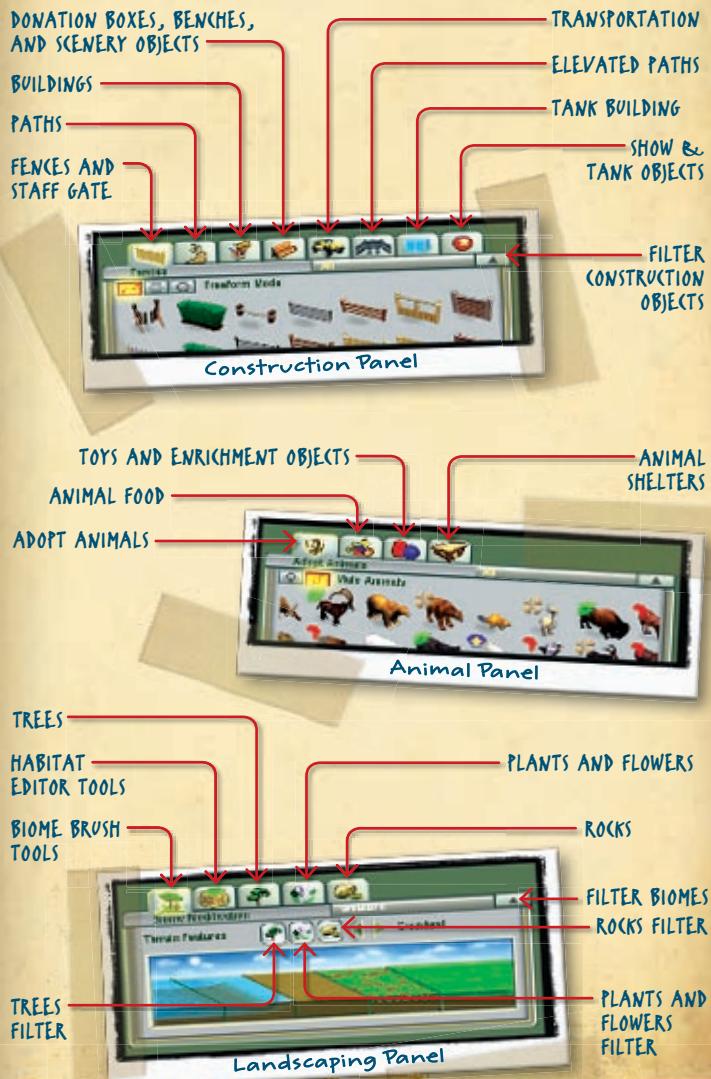
Wetlands



Main Game Buttons



Main Game Panels



Customer Support

In the U.S., visit support.microsoft.com/games.

In Canada, visit support.microsoft.com/canada.

Outside the U.S. and Canada, visit
support.microsoft.com/international.aspx.

On these Web sites, you can:

- Download the latest updates.
- Find Microsoft Knowledge Base articles that target specific issues.
- View "Show Me How" videos for solving common problems.
- Access other support services.

Microsoft support services are for technical issues only—please do not use them to request game hints, codes, or cheats.

Chat & E-mail Support: To chat immediately with a Microsoft Support Professional, or to submit your issue by e-mail (e-mail responses may be delayed by several hours), visit the location-appropriate Web site listed above.

Phone Support: To speak with a Microsoft Support Professional (long hold times may be experienced), in the U.S. call (800) 537-8324, and in Canada call (800) 936-8479.

TTY Support: To use Microsoft text telephone, in the U.S. call (800) 892-5234, and in Canada call (866) 857-9850.

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